

Technical announcement on H3C UniServer rack server CNA-560T-B2-10Gb-2P network card which is unable to LINK UP under partial version on VMware ESxi system

Servers 孟普 2020-05-21 Published

Problem Description

[Product Model]

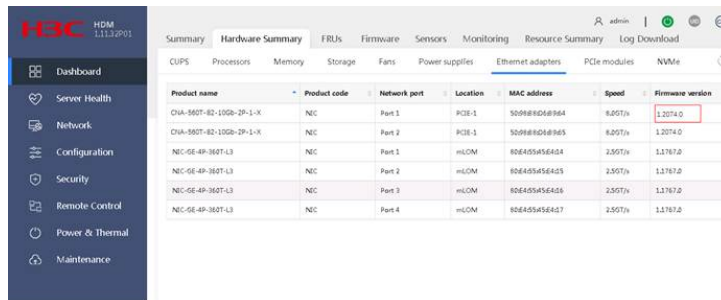
The H3C UniServer rack server with a CNA-560T-B2-10Gb-2P network card.

[Version involved]

CNA-560T-B2-10Gb-2P Firmware Version:1.00.1(Displayed under HDM and system as1.2074.0).

Operating System Version: VMwareESXi6.0U3, VMwareESXi6.5/6.5 U1/6.5U2.

The following is the firmware version information for the 560T-B2 network card shown in HDM:

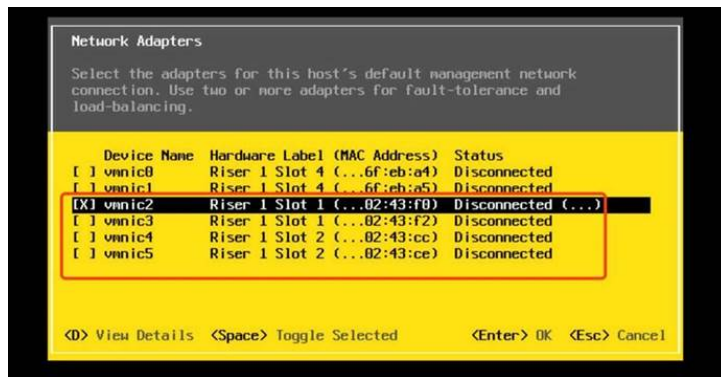


Product name	Product code	Network port	Location	MAC address	Speed	Firmware version
CNA-560T-B2-10Gb-2P-1-X	NIC	Part 1	PCI-1	509880d8b864	820T/s	1.2074.0
CNA-560T-B2-10Gb-2P-1-X	NIC	Part 2	PCI-1	509880d8b865	820T/s	1.2074.0
NIC-GE-4P-360T-L3	NIC	Part 1	HiCOM	82649545E484	250T/s	1.1787.0
NIC-GE-4P-360T-L3	NIC	Part 2	HiCOM	82649545E485	250T/s	1.1787.0
NIC-GE-4P-360T-L3	NIC	Part 3	HiCOM	82649545E486	250T/s	1.1787.0
NIC-GE-4P-360T-L3	NIC	Part 4	HiCOM	82649545E487	250T/s	1.1787.0

[Problem Description]

CNA-560T-B2-10Gb-2P network card cannot LINK UP during the use of VMware ESXi6.0 U3, VMware ESXi6.5/ 6.5 U1/6.5 U2 systems.

Console F2 network configuration items are shown below:



Cause Analysis

[Cause Analysis]

The FLASH module in the firmware of CNA-560T-B2-10Gb-2P network card version 1.00.1 (HDM and system display 1.2074.0) has a matching problem with VMware ESXi 6.0 U3, VMware ESXi6.5/6.5 U1/6.5 U2, which causes the network card to fail LINK UP during system use.

Circumvention measures/solutions

[Avoidance/Solution]

Upgrade the firmware of the CNA-560T-B2-10Gb-2P network card to version 2.00.0 on the official website.

Firmware download method:

Visit the three official home pages of Xinhua: <http://www.h3c.com> > Product Support and Services > Documentation and Software > Software Download > Server > Server Options Board > Network Card > CNA-560T-B2-10Gb-2P > Firmware

→ [CNA-560T-B2-10Gb-2P&FW&2.00.0.rar\(10.72 MB\)](#)

Methods and precautions for firmware upgrade:

Detailed upgrade process and precautions for Windows, Linux system and UEFI shell can be found in "Firmware Upgrade Method for CNA-560T-B2-10Gb-2P Network Card". After the upgrade is completed, the firmware version of the Network Card can be viewed on the HDM page, [Information] - [Hardware Information] - [Network Card], and the firmware version is: 1.2527.0.